

Reports

Division: VHY

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Page # Status Finding

17 ☒ The California Department of Veterans Affairs needs to strengthen planning and Oversight in Key Operational Areas at the Veterans Home of California at Yountville:1) Chronic Vacancies have limited the ability of the Veterans home to serve more veterans. 2) Equally distributed overtime could compromise patient safety. 3)The veterans home faces external and internal challenges in recruiting and retaining health care staff. 4)Low salaries and high housing cost make it difficult for the veterans home to compete with other hospitals for high-demand positions. 5)Insufficient strategic planning and a decentralized recruitment program are among the internal programs the veterans home needs to resolve 6)Some steps have been taken to improve recuitment and retention efforts 7)With weak oversight of it medical equipment maintenance contract, the veterans home can't ensure that equipment is working properly and payments to it contractor are appropriate 8) The veterans home relies on its contrator to maintain much of its medical equipment 9) The veterans home does not ensure the accuracy of its medical equipment inventory 10) Weak Contract oversight do not ensure that the conractor fulfills the terms of the equipment maintenance contract. 11) The veterans home does not have a plan to comply with the Americans with Disabilities Act but has made accommodations for member with visual impairments. 12)Veterans affairs could not provide an assessment of the veterans home for compliance with the ADA 13) The veterans home no longer has the position of skilled nursing facility administrator.<http://www.bsa.ca.gov/pdfs/reports/2007-121.pdf>

47 ☒ Agencies responsible for handling complaint against the veterans home of california at yountville could better meet that responsibility: 1) State agencies that resolve complaints concerning the veterans home could improve their resolution efforts. 2)The veterans board has not always maintained evidence of complain resolution 3) The veterans home needs to better document the resolution of code of conduct violations. <http://www.bsa.ca.gov/pdfs/reports/2007-121.pdf>

Comment

1) Consider changing or eliminating the regulatory requirement of limiting less than 75% of skilled nursing beds must be occupied before it can admit new patients directly to that level of care. 2) The veterans home should develop a comprehensive plan for recruitment and ensure it is through centralized position or program. 3) Veterans home should consider adopting a formal policy for distributing overtime more evenly among nurse. 4) Veterans home should require the contractor to provide records of inspections and maintenance work performed prior to authorizing these payments. 5) Veterans home should develop and update as needed a plan that identified area of noncompliance and includes the appropriate steps and milstones for achieving full compliance.

1) The veterans board should specify a time frame for resolving complaints in its new policy for complaint resolutions and ensure it implements the policy. 2) The veterans home should ensure that responsible for investigating the allegations completely document the investigations and their results. 3) To ensure that member of the veteran home receive treatment for drug abuse when necessary, staff of the veterans home should follow its policy to refer members who use illegal drugs to the drug treatment program.